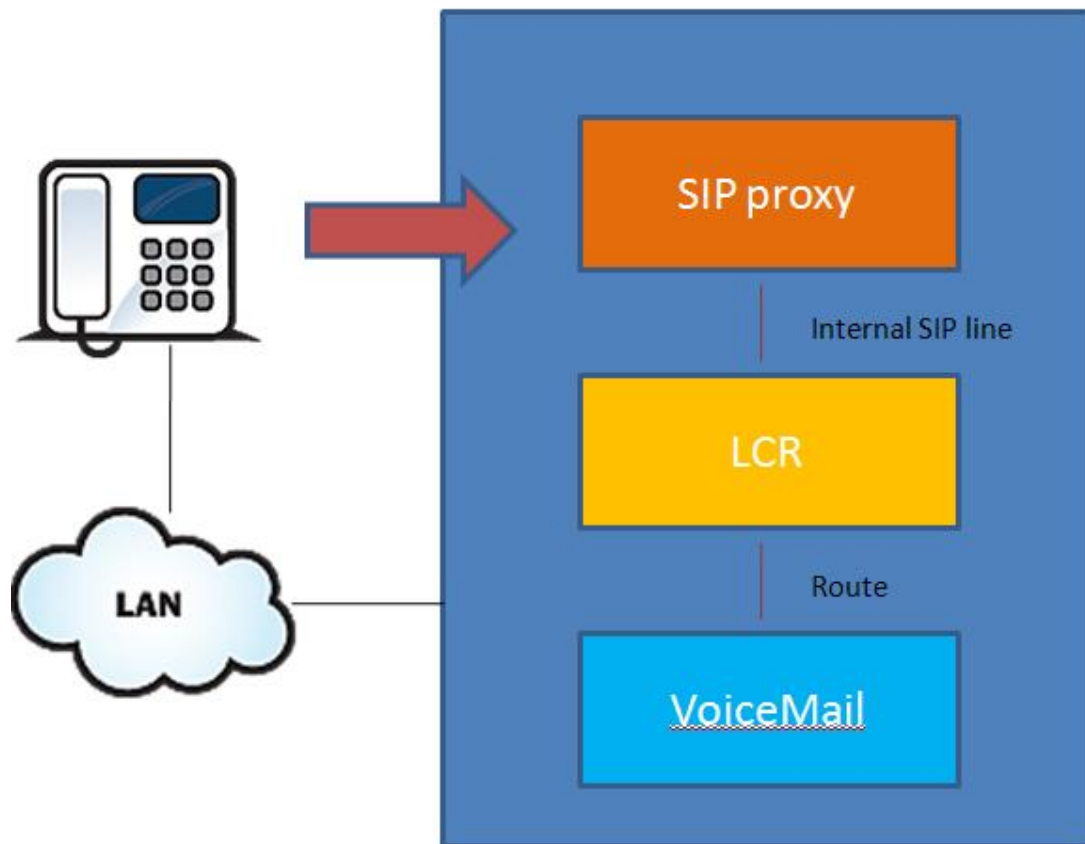


## HowTo set VoiceMail in 2N OfficeRoute

Recorded messages may be stored in the internal FLASH memory (approximately 1 hour of stored messages) or in the SD card. After upgrade to this version it is necessary to upload package of voicemail messages (in Configuration > Devices > DISA lines > Upload voicemail language pack). It is possible to record your own pack of messages (all messages must be in ISDN A-law format; set of messages is packed by TAR and GNU Zip and it has fixed structure).

How works internal structure and internal logic? You can see it on this picture:



An IP phone is registered to the internal SIP proxy. SIP proxy is connected with LCR by an internal SIP line. VoiceMail is DISA service line. To be able to reach Voicemail we need to set up a LCR route and LCR rule. Call must reach VoiceMail in the format **vm-###** where ### is number of IP phone's number. As most of IP phones does not support dialing alphabetical characters, it is possible to make a normalization in LCR.



### Step-by-step guide:

Let say we have IP phone number 200 and we want to set a voicemail box for this extension.

- 1) Log into web interface as user 'Admin'
- 2) Check status of licence (voicemail users number must not be equal to zero – see picture bellow).

License	
Company	2N TELEKOMUNIKACE a.s.
E-mail	support@2n.cz
Proxy server	UNLIMITED
Voicemail use	10
SNMP	Enabled
SMS users	150
GPRS	Enabled
SIP	Enabled
H.323	Disabled
Softswitch	Enabled
Softswitch ca	10
Expires (hour)	NEVER

- 3) Create a new account for user 200 (User management > Users > Add user)

Set Username and Password (serve as registration name and password)  
Set line number (it is extension number – UID)  
Enable Voicemail for this user  
Set PIN for authorization for calls from another extension/mobile phone  
Set mobile phone number for notification SMSes

## Add user

User name:

New password:

Confirm new password:

Group:

Language:

Default application:

Rights:  USERS+LINES+LCR

Rights denied:  USERS+LINES+LCR

Line number:

Description:

**Mobility Extension**

Outgoing ME enabled:

Outgoing ME number:

Incoming ME enabled:

Incoming ME number:

**Voicemail**

Voicemail enabled:

PIN:

SMS notification number:

- 4) Add a new Voicemail DISA service line (Telephony services > Devices > DISA lines > Add DISA service line)

## Add DISA service line

Type of DISA:

Maximum allowed number of digits:

Description:

- 5) Set route to Voicemail (Telephony services > LCR > Routes > Add route)

**Route name:** VM

**Lines of route:** SIP - 16  
SIM card - 8942020320510485900  
SIM card - 8942001107038371289  
DISA - Voicemail

**Time intervals:** weekdays  
weekend  
workdays

**CLIP/CLIR:** Default

6) Set LCR route to VoiceMail (Telephony services > LCR > Add)

### Add LCR table item

**Enabled:**

**Destination name:** Voicemail

**Prefix 1:** 888

**Description:**

**Route name:** VM

**Priority type 1:** Firstfree

**Priority type 2:** Unknown

**Priority type 3:** Unknown

**Priority type 4:** Unknown

**Description:**

7) Set Normalization in LCR (Telephony services > LCR > Normalization > Add)

Prefix:	<input type="text" value="888"/>
Remove count:	<input type="text" value="0"/>
Add number:	<input type="text" value="vm-"/>
Type:	<input type="text" value="Called outgoing"/> <input type="button" value="v"/>

This rule change number of voicemail from *888extension* to *vm-extension*

8) Set rule in SIP proxy for Voicemail (Telephony services > SIP Proxy > Add rule)

If prefix:	<input type="text" value="sip:888"/>
Strip:	<input type="text" value="0"/>
Add:	<input type="text"/>
Do action:	<input type="text" value="connect to LCR"/> <input type="button" value="v"/>
With parameter:	<input type="text" value="SIP-16"/> <input type="button" value="v"/>

Where SIP-16 is the internal SIP line

9) Set Forwarding into Voicemail and set Voicemail number to 888extension (in our case it is 888200) – you can see example from a web interface of a hardware IP phone.

## Call Preferences

Allow Call Waiting	<input type="text" value="1"/>
Allow Call Transfer	<input type="text" value="1"/>
Allow Blind Transfer	<input type="text" value="1"/>
Allow Conference	<input type="text" value="1"/>
Block Caller ID	<input type="text" value="0"/>
Block Anonymous Calls	<input type="text" value="0"/>
Do Not Disturb	<input type="text" value="0"/>
Voice Mail Number	<input type="text" value="888200"/>
Call Forward Number	<input type="text"/>
Call Fwd on Busy Number	<input type="text"/>
Display Name	<input type="text" value="Cisco 7905"/>
Short Name	<input type="text"/>
Time Format	<input type="text" value="h:ia"/>
Date Format	<input type="text" value="m-d-y"/>
Forward to VMail Delay	<input type="text" value="10"/>

Congratulation – you've just successfully set OfficeRoute's internal Voicemail J